

Program A: Management and Finance**OBJECTIVES AND PERFORMANCE INDICATORS**

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2002-2003. Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document.

The continuation level performance values shown in the following standard performance tables reflect the agency's continuation level budget request.

Although \$369,540 in State General Fund for information technology, representing 1.2% of the total budget recommendation for this program, is contingent upon the renewal of the suspension of the exemption of the 1% sales tax, the objectives and performance indicators that appear below are associated with program funding in the Base Executive Budget for FY 2002-2003. Specific information on program funding is presented in the financial section.

DEPARTMENT ID: Department of Public Safety and Corrections
 AGENCY ID: 08-418 Public Safety Services - Office of Management and Finance
 PROGRAM ID: Program A: Management and Finance

1. (KEY) Through the Support Services activity, to successfully pass 100% of the State Loss Prevention Audit.

Strategic Link: This objective relates to Strategy III.2: *To pass 100% of the state loss prevention audit by maintaining a safe and violence free workplace by implementing and maintaining policies and providing on-going training to assure a safe working environment through June 20, 2006.*

Louisiana: Vision 2020 Link: Objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The Office of Risk Management (ORM) requires state agencies to be audited annually in compliance with the state Loss Prevention Program. Agencies that do not pass 100% of the audit can be assessed a 5% increase in their risk management premiums. Those agencies that pass the audit realize a savings in current year risk management premiums.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Percentage of State Loss Prevention Audit passed	100%	100%	100%	100%	100%	100%
K	Savings departmentwide from successful completion of the State Loss Prevention Audit	\$383,974	\$352,656 ¹	\$341,462 ¹	\$341,462 ¹	\$341,462	\$284,130 ²

¹ The yearend performance standard was projected based on prior year actual. The department did receive the total savings possible from ORM (\$352,656) for FY 2000-2001. Although the department incorrectly reported the yearend (Fourth Quarter) actual for FY 2000-2001 as "\$0" in LaPAS, the actual yearend figure was \$352,656. Although the FY 2001-2002 performance standard is \$341,462, the department indicated in its FY 2001-2002 Second Quarter Performance Progress Report that it has realized a savings of \$263,457.

² FY 2002-2003 is based on recommended risk management premiums minus 5% of those premiums that the department would be allowed to keep in reward of passing the loss prevention audit.

DEPARTMENT ID: Department of Public Safety and Corrections

AGENCY ID: 08-418 Public Safety Services - Office of Management and Finance

PROGRAM ID: Program A: Management and Finance

2. (KEY) Through the Internal Audit activity, to conduct 156 internal and compliance audits and maintain the percentage of deficiencies corrected at 94%.

Strategic Link: This objective relates to Objective III.1: *To conduct internal, compliance and performance audits in order to identify deficiencies and to correct 95% of the identified deficiencies by June 20, 2006.*

Louisiana: Vision 2020 Link: Objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
K	Number of internal and compliance audits performed	148	147	156	156	156	156
K	Number of deficiencies identified	236	235	252	252	252	252
K	Percentage of deficiencies corrected	94%	94%	94%	94%	94%	94%

DEPARTMENT ID: Department of Public Safety and Corrections

AGENCY ID: 08-418 Public Safety Services - Office of Management and Finance

PROGRAM ID: Program A: Management and Finance

3. (SUPPORTING) Through the Controller activity, to flag 25% of licenses of individuals writing Non-sufficient Funds (NSF) checks for suspension and to place 25% of businesses writing NSF checks on the certified funds only list.

Strategic Link: This objective relates to Objective I.8: *To reduce the number of delinquencies due to the non-sufficient funds by 30% and maximize the accuracy of collection and redeposit rate up to 90% by June 30, 2006.*

Louisiana: Vision 2020 Link: Objective 1.8: To improve the efficiency and accountability of governmental agencies.

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: In FY 1999-2000, the Office of Management and Finance (OMF) reported performance information on number of checks returned (3,263), number of multiple check offenders (200), and percentage of monies collected after first NSF notification letter (65%). Indicators related to NSF checks were discontinued for FY 2000-2001. For FY 2001-2002, the OMF developed a set of performance information, including both standard indicators and general performance information, to measure the agency's activities related to collection of funds owed to the state.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2000-2001	ACTUAL YEAREND PERFORMANCE FY 2000-2001	ACT 12 PERFORMANCE STANDARD FY 2001-2002	EXISTING PERFORMANCE STANDARD FY 2001-2002	AT CONTINUATION BUDGET LEVEL FY 2002-2003	AT RECOMMENDED BUDGET LEVEL FY 2002-2003
S	Percentage of notification letters mailed to individuals writing NSF checks ¹	Not Applicable ¹	100% ¹	25% ¹	25% ¹	100% ²	100%
S	Percentages of licenses flagged ³	Not Applicable ¹	100% ¹	25% ¹	25% ¹	100% ²	100%
S	Percentage of businesses placed on certified funds only list ⁴	Not Applicable ¹	100% ¹	25% ¹	25% ¹	100% ²	100%
S	Percentage of OMV offices provided direct access to NSF database	Not Applicable ¹	100% ¹	25% ¹	25% ¹	100% ²	100%
S	Percentage of NSF checks entered into the NSF database	Not Applicable ¹	100% ¹	25% ¹	25% ¹	100% ²	100%

¹ When a check is returned, it is entered into database and a letter is electronically produced and mailed to taxpayer. This was a new performance indicator for FY 2001-2002. The department lowered its FY 2001-2002 proposed performance standard to 25% because an agency continuation budget request was not funded in the Executive Budget. However, in its FY 2001-2002 Second Quarter Performance Progress Report, the department indicated that it anticipates that the actual yearend figure for FY 2001-2002 will be 100%.

² The increase for continuation budget level is reflective of an agency continuation budget request that requests two additional positions for the controller's NSF section. The department indicated that it cannot achieve 100% without these two positions. However, the department has reported in its FY 2001-2002 Second Quarter Performance Progress Report that, without these two positions, it will achieve 100% by the end of FY 2001-2002.

³ If an NSF check is not paid within 30 days from date of letter, the license is automatically suspended.

⁴ As a business receives its third returned check, it is placed on certified funds in the database. There are automated limitations for flagging certified funds only, however department policy states that if on database three or more times, the business is placed on certified funds. This is a manual process.

DEPARTMENT ID: Department of Public Safety and Corrections
 AGENCY ID: 08-418 Public Safety Services - Office of Management and Finance
 PROGRAM ID: Program A: Management and Finance

GENERAL PERFORMANCE INFORMATION: NON-SUFFICIENT FUNDS (NSF) CHECK ACTIVITY					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES				
	PRIOR YEAR ACTUAL FY 1996-97	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01
Number of NSF checks received	Not Available ¹	Not Available ¹	Not Available ¹	3,263	2,377
Number of NSF pre-suspension notification letters	0 ²	0 ²	0 ²	0 ²	2,377
Number of drivers licenses suspended	0 ⁴	0 ⁴	0 ⁴	0 ⁴	5,092 ⁴

¹ Data were not collected for these years. The department has created a database to track NSF checks. Information for the past years was entered into the database, however, the data was not delineated by year. Hard data will be available beginning FY 2000-2001 and this GPI table will be maintained in subsequent years.

² Pre-suspension notification letters/vehicle registration suspensions/drivers license suspensions for these fiscal years have occurred during FY 2000-2001 as a result of implementation of new department procedures.

³ At the current time, the department is unable to suspend vehicle registrations.

⁴ FY 2000-2001 figure is a total inclusive of all drivers' license suspensions for all prior year NSF's, not simply a FY 2000-2001 figure. The department is unable to determine prior years by year because information in database was not delineated by fiscal year.